

# Office of the Secretary FY2020

Agency Office of the Secretary

Agency Code BAO

Fiscal Year 2020

Mission The Office of the Secretary of the District of Columbia is the official resource for protocol, legal records, history, and recognitions for the public, governments, and international community.

## Strategic Objectives

Objective Number	Strategic Objective
1	Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy.
2	Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.
3	Provide support and outreach services to the diplomatic and international communities.
4	Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents.
5	Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (3 Measures)</b>					
Number of notary application processed (excludes government employees)	Up is Better	1945	2223	2193	2000
Number of documents authenticated	Up is Better	58,535	68,489	62,987	60,000
Number of customer served	Up is Better	42,667	35,071	40,766	40,000
<b>3 - Provide support and outreach services to the diplomatic and international communities. (1 Measure)</b>					
Percent of ambassador welcome letters sent within three months of start of new term	Up is Better	62.9%	100%	100%	100%
<b>4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (4 Measures)</b>					
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Up is Better	New in 2018	40%	51.8%	80%
Percent of agencies in regular communication with OPR, where "regular communication" is defined by attendance at OPR-hosted meetings or trainings, active use of the Naylor Court or Federal Records Center, and email or phone communication with OPR staff members	Up is Better	New in 2018	100%	83.5%	95%
Number of archival finding aids available online	Up is Better	New in 2018	6	33	15
Percent of records requests fulfilled within five business days	Up is Better	New in 2018	82%	82.6%	80%

## Core Business Measures

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Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
No measures found				

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy. (2 Activities)</b>			
CEREMONIAL SERVICES	Ceremonial documents for constituents	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.	Daily Service
DC DEMOCRACY INITIATIVES	DC Democracy Grant	The Office of the Secretary has limited authority to issue competitive grants to non-profit organizations to promote District of Columbia self-determination, voting rights and/or Statehood.	Key Project
<b>2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (2 Activities)</b>			
NOTARY AUTHENTICATIONS	Authenticate documents for international and domestic use	The Office of Notary Commissions and Authentications (ONCA) in the Office of the Secretary authenticates documents for domestic and foreign use.	Daily Service
NOTARY AUTHENTICATIONS	Commission the notaries	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.	Daily Service
<b>3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)</b>			
INTERNATIONAL RELATIONS & PROTOCOL	Serve as liaison with diplomatic community in DC	The Protocol and International Affairs Unit is the District government's primary liaison with the diplomatic and international community for both substantive and ceremonial matters.	Daily Service
<b>4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (2 Activities)</b>			
ARCHIVAL ADMIN.	Manage District government records	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.	Daily Service
LIBRARY OF GOVT. INFO. ACTIVITY	Library of Government Information	The Library of Government Information collects, stores and maintains studies, reports, monographs, periodicals, circulars printed materials, books and other publications printed on or about the District government.	Daily Service
<b>5 - Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates. (1 Activity)</b>			
ADMIN. ISSUANCES	Publish the DC Register and the DC Municipal Regulations	The Office of Documents and Administrative Issuances provides prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations.	Daily Service

## Workload Measures

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Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - Ceremonial documents for constituents (1 Measure)</b>			
Number of ceremonial documents prepared	New in 2019	New in 2019	1210
<b>3 - Serve as liaison with diplomatic community in DC (1 Measure)</b>			
Percent of National Day letters written versus number of National Days	100%	100%	100%
<b>4 - Manage District government records (5 Measures)</b>			
Number of transfers ("SF-135s") made by District agencies to the Federal Records Center	243	206	131
Number of records requests received	874	968	3067
Volume of records accessioned to the DC Archives	93	614	174
Number of on-site researchers served	151	196	467
Number of publications added to the Library of Government Information	15	80	18
<b>5 - Publish the DC Register and the DC Municipal Regulations (2 Measures)</b>			
Number of rulemakings processed	353	339	333
Number of administrative issuances processed	281	165	116

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Commission the notaries (2 Strategic initiatives)</b>		
Increasing Notaries Public in Underserved Areas.	ONCA is working to increase the number of notaries in underserved areas. While "people don't need a lot of documents notarized, a lot of people need documents notarized." We continue to work with DSLBD, MOVA, DACL and other agencies to reach out to small business and seniors. Having notaries in small business can help increase revenues and for seniors they can add some income.	09-30-2020
Automating/Computerizing the ONCA Office	The ONCA Office began automating and computerizing in FY18. We are now in the final stages of Phase I. We are accepting all notary applications online and they may be paid for by credit card. About 98% of our applications are coming in per this method. While we are experiencing some concerns the overall system is a major improvement for our customers and staff.  Phase II will be to implement a system for electronic notaries. The funding for this is available in FY20. This will allow existing notaries to also become electronic notaries or "e-notaries" and notarize documents electronically. The amendments to the code for notaries public effective December 4, 2018 provides for this.	09-30-2020
<b>Library of Government Information (1 Strategic Initiative)</b>		
New OPR Building	OPR will undertake needed activities to prepare the archives and records center collections for a move to a new archives facility by FY2022. During FY2020 the Office will engage in the design process for the new building and continue the completion of tasks needed for three separate phases of the move: 1) positioning the Office for a successful move; 2) the move itself; and 3) ensuring smooth operations from day one in the new facility.	09-30-2020
<b>Manage District government records (2 Strategic initiatives)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Enhance researcher knowledge of Archives collections (continued from FY2019)	The Office of Public Records will facilitate use of our historical records and enhance the value of the Office of Public Records to the District government, to the community of historians, and to residents of the District as a whole, through projects including the creation of subject-based research guides, continued processing of archival records in OPR's holdings, and continuing the implementation of an archives information system to provide public access including search capabilities to finding aids.	09-30-2020
Digital Archives	OPR will begin the process of implementing a digital preservation tool to manage electronic records with permanent or historical value. Although much remains to be done to manage the paper records already in the DC Archives and those that will continue to be created, every day without a digital preservation strategy increases the risk of permanent loss of valuable electronic records.	09-30-2020
<b>Publish the DC Register and the DC Municipal Regulations (2 Strategic initiatives)</b>		
DCRegs Website Review and Technical Adjustments.	During FY 2018, ODAI launched a new version of its website, DCRegs. During the remainder of FY 2019 and FY 2020, ODAI will review the functionality of the website and where necessary suggest revisions or adjustments to OCTO. ODAI will also review the website to determine how its functionalities can be revised to allow a more efficient publication and codification process. This initiative benefits all residents of the District of Columbia, including residents of Wards 7 and 8, because DCRegs is the online web portal that is a one stop access point for District of Columbia Register, District of Columbia laws, regulations, District government operations information and meetings, and current and historical Mayor's Orders.	09-30-2020
Legal Materials Authentication.	During FY 2020, ODAI will develop a method to electronically authenticate the District of Columbia Register and the District of Columbia Municipal Regulations. The completion of this Initiative will depend upon the availability of funds. This initiative benefits all users of the District of Columbia Register and the District of Columbia Municipal Regulations, including residents of Wards 7 and 8, because it will allow District residents and all users of the District of Columbia Register and the District of Columbia Municipal Regulations to obtain physical and online evidence that each item or sections of those items are the current and legally in effect.	09-30-2020
<b>Serve as liaison with diplomatic community in DC (3 Strategic initiatives)</b>		
Addis Ababa-DC Sister City	To collaborate with DMPED International Business Specialist in helping to plan the mission to Addis Ababa including the re-signing of the Addis Ababa-DC Sister City Agreement and the formation thereafter an Addis-DC steering committee.	09-30-2020
Embassy Task Force Committee	To institutionalize the Embassy Task Force committee through a Mayor's Order.	09-30-2020
Correspondences to Embassies	Continue to send National Day letters to all embassies on time at the appropriate time and update the Welcome Letter to Ambassador packets and send those out in timely manner (within three months of the acceptance of their credentials).	09-30-2020